



Depend on our people. Count on our advice.SM

June 30, 2014

Marlene H. Dortch
Secretary
Federal Communications Commission
445 12th Street, S.W.
Washington, DC 20554

Received & Inspected
JUN 30 2014
FCC Mail Room

ATTENTION: WIRELINE COMPETITION BUREAU

RE: Form 481 ETC filing pursuant to Sections 54.313 and 54.422
SAC 369007, MN, Tekstar Communications, Inc.
Connect America Fund WC Dockets 10-90, 11-42 and 14-58

Dear Ms. Dortch:

Pursuant to Section 54.422 of Commission's Rules, Tekstar Communications, Inc., MN, SAC 369007 is filing its Form 481 High Cost and Low-Income Annual Report.

Please address any correspondence regarding this transmittal to the attention of Tom Campbell at the following address, e-mail or telephone number.

Sincerely,

A handwritten signature in black ink that reads 'Tom W. Campbell'.

Tom Campbell
Telecommunications Consultant
tcampbell@otcpas.com
651-621-8511 (v)
651-483-2467 (f)

Enclosures

CC: Mr. Charles Tyler, FCC Telecommunications Access Policy Division (two copies)

No. of Copies rec'd CH
List ABCDE

FCC Form 481 - Carrier Annual Reporting
Data Collection Form

 FCC Form 481
 OMB Control No. 3060-0586/OMB Control No. 3060-0819
 July 2013

<010> Study Area Code	369007
<015> Study Area Name	TEKSTAR COMMUNICATIONS, INC.
<020> Program Year	2015
<030> Contact Name: Person USAC should contact with questions about this data	Tom Campbell
<035> Contact Telephone Number: Number of the person identified in data line <030>	6516218511 ext.
<039> Contact Email Address: Email of the person identified in data line <030>	tcampbell@otcpas.com

 Received & Inspected
 JUN 30 2014
 FCC Mail Room

ANNUAL REPORTING FOR ALL CARRIERS	S4.313 Completion Required	S4.422 Completion Required
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<100> Service Quality Improvement Reporting	(complete attached worksheet)	<input type="checkbox"/>	<input type="checkbox"/>
<200> Outage Reporting (voice)	(complete attached worksheet)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<210> <input checked="" type="checkbox"/> <-- check box if no outages to report		<input type="checkbox"/>	<input type="checkbox"/>
<300> Unfulfilled Service Requests (voice)		<input type="checkbox"/>	<input type="checkbox"/>
<310> Detail on Attempts (voice)	(attach descriptive document)	<input type="checkbox"/>	<input type="checkbox"/>
<320> Unfulfilled Service Requests (broadband)		<input type="checkbox"/>	<input type="checkbox"/>
<330> Detail on Attempts (broadband)	(attach descriptive document)	<input type="checkbox"/>	<input type="checkbox"/>
<400> Number of Complaints per 1,000 customers (voice)		<input type="checkbox"/>	<input checked="" type="checkbox"/>
<410> Fixed	0.0	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<420> Mobile	0.0	<input type="checkbox"/>	<input type="checkbox"/>
<430> Number of Complaints per 1,000 customers (broadband)		<input type="checkbox"/>	<input type="checkbox"/>
<440> Fixed		<input type="checkbox"/>	<input type="checkbox"/>
<450> Mobile		<input type="checkbox"/>	<input type="checkbox"/>
<500> Service Quality Standards & Consumer Protection Rules Compliance	(check to indicate certification)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<510> 369007mn510.pdf	(attached descriptive document)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<600> Functionality in Emergency Situations	(check to indicate certification)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<610> 369007mn610.pdf	(attached descriptive document)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<700> Company Price Offerings (voice)	(complete attached worksheet)	<input type="checkbox"/>	<input type="checkbox"/>
<710> Company Price Offerings (broadband)	(complete attached worksheet)	<input type="checkbox"/>	<input type="checkbox"/>
<800> Operating Companies and Affiliates	(complete attached worksheet)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<900> Tribal Land Offerings (Y/N)?	(if yes, complete attached worksheet)	<input type="checkbox"/>	<input type="checkbox"/>
<1000> Voice Services Rate Comparability	(check to indicate certification)	<input type="checkbox"/>	<input type="checkbox"/>
<1010>	(attach descriptive document)	<input type="checkbox"/>	<input type="checkbox"/>
<1100> Terrestrial Backhaul (Y/N)?	(if not, check to indicate certification)	<input type="checkbox"/>	<input type="checkbox"/>
<1110>	(complete attached worksheet)	<input type="checkbox"/>	<input type="checkbox"/>
<1200> Terms and Condition for Lifeline Customers	(complete attached worksheet)	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Price Cap Carriers, Proceed to Price Cap Additional Documentation Worksheet

Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

<2000>	(check to indicate certification)	<input type="checkbox"/>	<input type="checkbox"/>
<2005>	(complete attached worksheet)	<input type="checkbox"/>	<input type="checkbox"/>

Rate of Return Carriers, Proceed to ROR Additional Documentation Worksheet

<3000>	(check to indicate certification)	<input type="checkbox"/>	<input type="checkbox"/>
<3005>	(complete attached worksheet)	<input type="checkbox"/>	<input type="checkbox"/>

**(100) Service Quality Improvement Reporting
Data Collection Form**

FCC Form 481

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July 2013

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<030>	Contact Name - Person USAC should contact regarding this data	Tom Campbell
<035>	Contact Telephone Number - Number of person identified in data line <030>	6516218511 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	tcampbell@otcpas.com
<110>	Has your company received its ETC certification from the FCC?	(yes / no) <input type="radio"/> <input type="radio"/>
<111>	If your answer to Line <110> is yes, do you have an existing §54.202(a) "5 year plan" filed with the FCC?	(yes / no) <input type="radio"/> <input type="radio"/>

If your answer to Line <111> is yes, then you are required to file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service.

- <112> Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your company is a CETC which only receives frozen support, your progress report is only required to address voice telephony service.

Name of Attached Document

Please check these boxes below to confirm that the attached documents(s), on line 112, contains a progress report on its five-year service quality improvement plan pursuant to § 54.202(a). The information shall be submitted at the wire center level or census block as appropriate.

- <113> Maps detailing progress towards meeting plan targets
- <114> Report how much universal service (USF) support was received
- <115> How (USF) was used to improve service quality
- <116> How (USF) was used to improve service coverage
- <117> How (USF) was used to improve service capacity
- <118> Provide an explanation of network improvement targets not met in the prior calendar year.

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OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

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<035>	Contact Telephone Number - Number of person identified in data line <030>	6516218511 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	tcampbell@otcpas.com

[illegible]

(700) Price Offerings Including Voice Rate Data
Data Collection Form

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	369007
<015>	Study Area Name	TEKSTAR COMMUNICATIONS, INC.
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<039>	Contact Email Address - Email Address of person identified in data line <030>	tcampbell@otcpas.com

<701> Residential Local Service Charge Effective Date

1/1/2014

<702> Single State-wide Residential Local Service Charge

[illegible]

(710) Broadband Price Offerings
Data Collection Form

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	369007
<015>	Study Area Name	TEKSTAR COMMUNICATIONS, INC.
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Tom Campbell
<035>	Contact Telephone Number - Number of person identified in data line <030>	6516218511 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	tcampbell@otcpas.com

[illegible]

(800) Operating Companies
Data Collection Form

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	369007
<015>	Study Area Name	TEKSTAR COMMUNICATIONS, INC.
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Tom Campbell
<035>	Contact Telephone Number - Number of person identified in data line <030>	6516218511 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	tcampbell@otcpas.com
<810>	Reporting Carrier	Tekstar Communications, Inc.
<811>	Holding Company	Arvig Enterprises, Inc.
<812>	Operating Company	

[illegible]

**(900) Tribal Lands Reporting
Data Collection Form**

PCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	369007
<015>	Study Area Name	TEKSTAR COMMUNICATIONS, INC.
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Tom Campbell
<035>	Contact Telephone Number - Number of person identified in data line <030>	6516218511 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	tcampbell@otcpas.com

<910> Tribal Land(s) on which ETC Serves

<920> Tribal Government Engagement Obligation

Name of Attached Document

If your company serves Tribal lands, please select (Yes, No, NA) for each these boxes to confirm the status described on the attached document(s), on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(a)(9) includes:

- <921> Needs assessment and deployment planning with a focus on Tribal community anchor institutions.
- <922> Feasibility and sustainability planning;
- <923> Marketing services in a culturally sensitive manner;
- <924> Compliance with Rights of way processes
- <925> Compliance with Land Use permitting requirements
- <926> Compliance with Facilities Siting rules
- <927> Compliance with Environmental Review processes
- <928> Compliance with Cultural Preservation review processes
- <929> Compliance with Tribal Business and Licensing requirements.

Select (Yes, No, NA)

**(1100) No Terrestrial Backhaul Reporting
Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	369007
<015>	Study Area Name	TEKSTAR COMMUNICATIONS, INC.
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Tom Campbell
<035>	Contact Telephone Number - Number of person identified in data line <030>	6516218511 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	tcampbell@otcpas.com

<1120> Please check this box to confirm no terrestrial backhaul options exist within the supported area pursuant to § 54.313(G)

☐

<1130> Please check this box to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(G)

☐

(1200) Terms and Condition for Lifeline Customers
Lifeline
Data Collection Form

FCC Form 481
 OMB Control No. 3060-0986/OMB Control No. 3060-0819
 July 2013

<010>	Study Area Code	369007
<015>	Study Area Name	TEKSTAR COMMUNICATIONS, INC.
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Tom Campbell
<035>	Contact Telephone Number - Number of person identified in data line <030>	6516218511 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	tcampbell@otcpas.com

369007mn1210.pdf

<1210> Terms & Conditions of Voice Telephony Lifeline Plans

Name of Attached Document

<1220> Link to Public Website

HTTP

"Please check these boxes below to confirm that the attached document(s), on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

- | | | |
|--------|---|-------------------------------------|
| <1221> | Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers, | <input checked="" type="checkbox"/> |
| <1222> | Details on the number of minutes provided as part of the plan, | <input checked="" type="checkbox"/> |
| <1223> | Additional charges for toll calls, and rates for each such plan. | <input checked="" type="checkbox"/> |

(2000) Price Cap Carrier Additional Documentation

Data Collection Form

Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	369007
<015>	Study Area Name	TEKSTAR COMMUNICATIONS, INC.
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Tom Campbell
<035>	Contact Telephone Number - Number of person identified in data line <030>	6516218511 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	tcampbell@otcpas.com

CHECK the boxes below to note compliance as a recipient of Incremental Connect America Phase I support, frozen High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e) the information reported on this form and in the documents attached below is accurate.

Incremental Connect America Phase I reporting

<2010> 2nd Year Certification (47 CFR § 54.313(b)(1))
 <2011> 3rd Year Certification (47 CFR § 54.313(b)(2))

☐
☐

Price Cap Carrier Receiving Frozen Support Certification (47 CFR § 54.312(a))

<2012> 2013 Frozen Support Certification
 <2013> 2014 Frozen Support Certification
 <2014> 2015 Frozen Support Certification
 <2015> 2016 and future Frozen Support Certification

☐
☐
☐
☐

Price Cap Carrier Connect America ICC Support (47 CFR § 54.313(d))

<2016> Certification Support Used to Build Broadband

☐

Connect America Phase II Reporting (47 CFR § 54.313(e))

<2017> 3rd year Broadband Service Certification
 <2018> 5th year Broadband Service Certification
 <2019> Interim Progress Certification
 <2020> Please check the box to confirm that the attached document(s), on line 2021, contains the required information pursuant to § 54.313 (e)(3)(ii), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.

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☐
☐

<2021> Interim Progress Community Anchor Institutions

Name of Attached Document Listing Required Information

(3000) Rate Of Return Carrier Additional Documentation

FCC Form 481

Data Collection Form

OMB Control No: 3060-0985/OMB Control No: 3060-0819

July 2013

<010> Study Area Code	369007
<015> Study Area Name	TRKSTAR COMMUNICATIONS, INC.
<020> Program Year	2015
<030> Contact Name - Person USAC should contact regarding this data	Tom Campbell
<035> Contact Telephone Number - Number of person identified in data line <030>	6516218511 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	tcampbell@otcpaa.com

CHECK the boxes below to note compliance on its five year service quality plan (pursuant to 47 CFR § 54.202(a)) and, for privately held carriers, ensuring compliance with the financial reporting requirements set forth in 47 CFR § 54.313(f)(2). I further certify that the information reported on this form and in the documents attached below is accurate.

- (3010) Progress Report on 5 Year Plan
Milestone Certification (47 CFR § 54.313(f)(1)(i))

Name of Attached Document Listing Required Information

- (3011) Please check this box to confirm that the attached document(s), on line 3012 contains the required information pursuant to § 54.313(f)(1)(ii), the carrier shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.

☐

- (3012) Community Anchor Institutions (47 CFR § 54.313(f)(1)(ii))

Name of Attached Document Listing Required Information

- (3013) Is your company a Privately Held ROR Carrier (47 CFR § 54.313(f)(2))

(Yes/No)

- (3014) If yes, does your company file the RUS annual report

(Yes/No)

☒ Yes ☒ No

Please check these boxes to confirm that the attached document(s), on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires:

- (3015) Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers)

☐

- (3016) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows

☐

- (3017) If the response is yes on line 3014, attach your company's RUS annual report and all required documentation

Name of Attached Document Listing Required Information

- (3018) If the response is no on line 3014, is your company audited?

(Yes/No)

☒ Yes ☒ No

If the response is yes on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains:

- (3019) Either a copy of their audited financial statement; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications

☐

- (3020) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows

☐

- (3021) Management letter issued by the independent certified public accountant that performed the company's financial audit.

☐

If the response is no on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains:

- (3022) Copy of their financial statement which has been subject to review by an independent certified public accountant; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers,

☐

- (3023) Underlying information subjected to a review by an independent certified public accountant

☐

- (3024) Underlying information subjected to an officer certification.

☐

- (3025) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows

☐

- (3026) Attach the worksheet listing required information

Name of Attached Document Listing Required Information

**Certification - Reporting Carrier
Data Collection Form**

 FCC Form 481
 OMB Control No. 3060-0986/OMB Control No. 3060-0819
 July 2013

<010>	Study Area Code	369007
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<039>	Contact Email Address - Email Address of person identified in data line <030>	tcampbell@otcpas.com

TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients	
I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.	
Name of Reporting Carrier:	
Signature of Authorized Officer:	Date
Printed name of Authorized Officer:	
Title or position of Authorized Officer:	
Telephone number of Authorized Officer:	
Study Area Code of Reporting Carrier:	Filing Due Date for this form:
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

Certification - Agent / Carrier Data Collection Form	FCC Form 481 OMB Control No. 3050-0985/OMB Control No. 3050-0819 July 2013
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<010> Study Area Code	369007
<015> Study Area Name	TEKSTAR COMMUNICATIONS, INC.
<020> Program Year	2015
<030> Contact Name - Person USAC should contact regarding this data	Tom Campbell
<035> Contact Telephone Number - Number of person identified in data line <030>	6516218511 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	tcampbell@otcpas.com

TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:

Certification of Officer to Authorize an Agent to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I certify that (Name of Agent) <u>Tom Campbell</u> is authorized to submit the information reported on behalf of the reporting carrier. I also certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized agent; and, to the best of my knowledge, the reports and data provided to the authorized agent is accurate.	
Name of Authorized Agent:	Tom Campbell
Name of Reporting Carrier:	TEKSTAR COMMUNICATIONS, INC.
Signature of Authorized Officer:	CERTIFIED ONLINE Date: 06/24/2014
Printed name of Authorized Officer:	Staci Malikowski
Title or position of Authorized Officer:	Chief Financial Officer
Telephone number of Authorized Officer:	2183468498 ext.
Study Area Code of Reporting Carrier:	369007 Filing Due Date for this form: 07/01/2014
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

TO BE COMPLETED BY THE AUTHORIZED AGENT:

Certification of Agent Authorized to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I, as agent for the reporting carrier, certify that I am authorized to submit the annual reports for universal service support recipients on behalf of the reporting carrier; I have provided the data reported herein based on data provided by the reporting carrier; and, to the best of my knowledge, the information reported herein is accurate.	
Name of Reporting Carrier:	TEKSTAR COMMUNICATIONS, INC.
Name of Authorized Agent or Employee of Agent:	Tom Campbell
Signature of Authorized Agent or Employee of Agent:	CERTIFIED ONLINE Date: 06/24/2014
Printed name of Authorized Agent or Employee of Agent:	Tom Campbell
Title or position of Authorized Agent or Employee of Agent:	Consultant
Telephone number of Authorized Agent or Employee of Agent:	6516218511 ext.
Study Area Code of Reporting Carrier:	369007 Filing Due Date for this form: 07/01/2014
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

Attachments

Data Collection Form

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

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<039>	Contact Email Address - Email Address of person identified in data line <030>	tcampbell@otcpas.com

<810> Reporting Carrier Tekstar Communications, Inc.

<811>	Holding Company	Arvig Enterprises, Inc.
-------	-----------------	-------------------------

<812> Operating Company

<a1>	<a2>	<a3>
Affiliates	SAC	Doing Business As Company or Brand Designation
Arrowhead Communications Corporation	361374	Arvig
Callaway Telephone Company	361365	Arvig
Eagle Valley Telephone Company	361383	Arvig
East Otter Tail Telephone Company	361385	Arvig
The Home Telephone Company	361408	Arvig
Lortel Systems, Inc.	361443	Arvig
Midwest Telephone Company	361431	Arvig
Osakis Telephone Company	361448	Arvig
The Peoples Telephone Company of Big Fork	361453	Arvig
Twin Valley-Ulen Telephone Company	361491	Arvig
Redwood County Telephone Company	361472	Arvig
Clements Telephone Company	361372	Arvig
Melrose Telephone Company	361430	Arvig
Mainstreet Communications Corporation, LLC		Arvig
Felton Telephone Company	361391	Arvig
Tekstar Communications, Inc.	369007	Arvig

SAC: 369007

State: MN

Tekstar Communications, Inc.

Form 481 Line No. 510 Compliance with Service Quality Standards and Consumer Protection

As required by MN. Rule "7812.0700 Minnesota General Service Quality Requirements. Subpart 1" the local services provided by Tekstar Communications, Inc. are provided under internal company operating procedures and publically available tariffs which are in compliance with applicable Minnesota Public Utility Commission orders and rules including:

7810.0100 DEFINITIONS.

7810.0200 SCOPE.

7810.0300 STATUTORY AUTHORITY.

RECORDS AND REPORTS

7810.0400 RETENTION OF RECORDS.

7810.0500 DATA TO BE FILED WITH THE COMMISSION.

7810.0600 REPORT TO COMMISSION ON SERVICE DISRUPTION.

7810.0900 LOCATION OF RECORDS.

CUSTOMER RELATIONS

7810.1000 INFORMATION AVAILABLE TO CUSTOMER AND PUBLIC.

7810.1100 COMPLAINT PROCEDURES.

7810.1200 RECORD OF COMPLAINT.

CUSTOMER BILLING; DEPOSIT AND GUARANTEE REQUIREMENTS

7810.1400 CUSTOMER BILLING.

7810.1500 DEPOSIT AND GUARANTEE REQUIREMENTS.

7810.1600 DEPOSIT.

7810.1700 GUARANTEE OF PAYMENT.

DISCONNECTION OF SERVICE; SERVICE DELAY

7810.1800 PERMISSIBLE SERVICE DISCONNECTIONS WITH NOTICE.

7810.1900 PERMISSIBLE SERVICE DISCONNECTIONS WITHOUT NOTICE.

7810.2000 NONPERMISSIBLE REASONS TO DISCONNECT SERVICE.

7810.2100 MANNER OF DISCONNECTION.

7810.2200 RECONNECTION OF SERVICE.

7810.2300 NOTICE REQUIREMENTS.

7810.2400 BILL DISPUTES.

7810.2500 ESCROW PAYMENTS.

7810.2600 WAIVING RIGHT TO DISCONNECT; EMERGENCY STATUS.

7810.2800 DELAY IN INITIAL SERVICE OR UPGRADE.

DIRECTORIES

7810.2900 CONTENT OF DIRECTORIES.

7810.3000 DIRECTORY ASSISTANCE.

7810.3100 CHANGES OR ERROR OF LISTED NUMBER.

ENGINEERING

7810.3200 CONSTRUCTION OF TELEPHONE PLANT.

7810.3300 MAINTENANCE OF PLANT AND EQUIPMENT.

7810.3900 EMERGENCY OPERATIONS.

SAC: 369007

State: MN

Tekstar Communications, Inc.

Form 481 Line No. 510 Compliance with Service Quality Standards and Consumer Protection

INSPECTIONS, TESTS, SERVICE REQUIREMENTS

7810.4100 ACCESS TO TEST FACILITIES.

7810.4300 ACCURACY REQUIREMENTS.

7810.4900 ADEQUACY OF SERVICE.

7810.5000 UTILITY OBLIGATIONS.

7810.5100 TELEPHONE OPERATORS.

7810.5200 ANSWERING TIME.

7810.5300 DIAL SERVICE REQUIREMENTS.

7810.5400 INTEROFFICE TRUNKS.

7810.5500 TRANSMISSION REQUIREMENTS.

7810.5800 INTERRUPTIONS OF SERVICE.

7810.5900 CUSTOMER TROUBLE REPORTS.

7810.6000 PROTECTIVE MEASURES.

7810.6100 SAFETY PROGRAM.

Tekstar Communications, Inc. is in compliance with Federal CPNI rules, Red Flag Rules and other Federal and State requirements governing the protection of Customer's privacy.

SAC: 369007

State: MN

Tekstar Communications, Inc.

Form 481 Line No. 610 Description of Functionality in Emergency Situations

Tekstar Communications, Inc. pursuant to MN Rule "7810.390 Emergency Operations" has:

- Established reasonable provisions to meet emergencies resulting from failures of lighting or power service, sudden and prolonged increases in traffic, illness of operators or from fire, storm, or acts of God including provisions for emergency power that meet or exceed the rule requirement to provide:
 - A minimum of four hours of battery service in each central office.
 - A permanently installed power unit in exchanges exceeding 5000 lines.
 - Mobile power units that can be delivered on short notice and which can be readily connected in offices without installed emergency power facilities.

- Has informed employees as to the procedures to be followed, including reasonable rerouting of traffic around damaged facilities and the deployment of emergency power, in the event of emergency in order to prevent or mitigate interruption or impairment of telecommunications service.

SAC: 369007
State: MN
Tekstar Communications, Inc.
Form 481 Line No. 1210 Lifeline Plans Terms and Conditions

Tekstar Communications, Inc. does adhere to all Federal Lifeline eligibility rules and regulations as well as Minnesota Administrative Rule "7817.0400 - Eligibility for Telephone Assistance Credits" which states:

Minnesota Administrative Rule 237 Chapter 7817.0400

Subpart 1. Information provided. Each local service provider shall annually mail a notice of the availability of the telephone assistance plan to each residential subscriber in a regular billing. If a subscriber has chosen to receive the regular billing other than through U.S. mail, the local service provider shall send the notice in a regular billing using the delivery method chosen by the subscriber for delivery of the regular billing. The notice must state the following: YOU MAY BE ELIGIBLE FOR ASSISTANCE IN PAYING YOUR TELEPHONE BILL IF YOU RECEIVE BENEFITS FROM CERTAIN LOW-INCOME ASSISTANCE PROGRAMS OR MEET CERTAIN INCOME LIMITS. FOR MORE INFORMATION OR AN APPLICATION FORM PLEASE CONTACT

 (local service provider) . On request, the local service provider shall mail to a person an application form developed by the commission and the Department of Commerce, and a brochure that describes the telephone assistance plan's eligibility requirements and application process.

Subpart 2. Application process. On completing and signing the application certifying under penalty of perjury that the information provided by the applicant is true and that the statutory criteria for eligibility are satisfied, the applicant must return it to the local service provider for enrollment in the telephone assistance plan. An application may be made by the subscriber, the subscriber's spouse, or a person authorized by the subscriber to act on the subscriber's behalf.

Subpart 4. Eligibility criteria. To be eligible for a telephone assistance credit the applicant must:

- A. be a subscriber who resides in Minnesota or has moved to Minnesota and intends to remain; and
- B. be eligible for the federal Lifeline telephone service discount.

Subpart 7. Applicant and recipient responsibilities. Each applicant and each recipient shall provide current information to the local service provider about permanent changes that affect the applicant's or recipient's eligibility.

Subpart 8. Local service provider responsibilities.

- A. A local service provider shall begin providing telephone assistance credits to an applicant in the earliest possible billing cycle but not later than the second billing cycle following submission of a completed application demonstrating eligibility. If certified, the local service provider shall notify the applicant by, for example, placing telephone assistance credits on the bill.
- B. If an applicant is denied eligibility, the local service provider shall notify the applicant in writing of the reasons for the denial, of the right to appeal, and of the right to reapply.

SAC: 369007
 State: MN
 Tekstar Communications, Inc.
 Form 481 Line No. 1210 Lifeline Plans Terms and Conditions

Rates

Tekstar Communications, Inc.'s Local service rates that serve as its Lifeline Plans are filed in Compliance with the regulatory requirements of Minn. Rules Ch. 7810 and Minn. Rules pt. 7812.0600 as follows:

- A. The tariffs or price lists of local exchange carriers must offer the following services to all customers pursuant to Minn. Rules pt. 7812.0600 (basic service requirements):
- ☐ single party voice-grade service and touch-tone capability;
 - ☐ 911 or enhanced 911 access;
 - ☐ 1 + intraLATA and interLATA presubscription and code-specific equal access to interexchange carriers subscribing to its switched access service;
 - ☐ access to directory assistance, directory listings, and operator services;
 - ☐ toll and information service-blocking capability without recurring monthly charges
 - ☐ one white pages directory per year for each local calling area, which may include more than one local calling area, except where an offer is made and explicitly refused by the customer;
 - ☐ a white pages and directory assistance listing, or, upon customer request, a private listing that allows the customer to have an unlisted or unpublished telephone number;
 - ☐ call-tracing capability according to chapter 7813;
 - ☐ (i) call Trace provisions in tariff mirror Commission's tariff templates.
 - ☐ blocking capability according to the Commission's ORDER ESTABLISHING CONDITIONS FOR THE PROVISION OF CUSTOMER LOCAL AREA SIGNALING SERVICES, Docket No. P999/CI-92-992 (June 17, 1993) and its ORDER AFTER RECONSIDERATION, Docket No. P999/CI-92-992 (December 3, 1993).
 - ☐ telecommunications relay service capability or access necessary to comply with state and federal regulations.
- B. A Separate flat rate service offering is required pursuant to Minn. Rules pt. 7812.0600, subpt. 2. At a minimum, each local service provider (LSP) shall offer the services identified in Minn. Rules pt. 7812.0600, subpt. 1 as a separate tariff or price list offering on a flat rate basis. An LSP may also offer basic local service on a measured rate basis or in combination with other services. An LSP may impose separate charges for the services set forth in subpart 1 only to the extent permitted by applicable laws, rules, and commission orders.

SAC: 369007

State: MN

Tekstar Communications, Inc.

Form 481 Line No. 1210 Lifeline Plans Terms and Conditions

C. Service area obligations under Minn. Rules pt. 7812.0600, subpt. 3: An LSP shall provide its local services on a nondiscriminatory basis, consistent with its certificate under part 7812.0300 or 7812.0350, to all customers who request service and whose premises fall within the carrier's service area boundaries or, for an interim period, to all requesting customers whose premises fall within the operational areas of the local service provider's service area under part 7812.0300, subpart 4, or 7812.0350, subpart 4. The obligation to provide resale services does not extend beyond the service capability of the underlying carrier whose service is being resold. The obligation to provide facilities-based services does not require an LSP that is not an eligible telecommunications carrier (ETC) to build out its facilities to customers not abutting its facilities or to serve a customer if the local service provider cannot reasonably obtain access to the point of demarcation on the customer's premises.

The flat rate services, offered pursuant to Minn. Rules pt. 7812.0600, subpt. 2., include unlimited local service minutes of use. The local services offerings do not include any toll minutes of use. The rates for any toll usage are determined by the rate plans of the Toll Provider(s) that end users are selected by lifeline by end users.

The specific Company terms and conditions for the Companies Lifeline Plans are set forth in the tariff pages included in Exhibit 1, attached.

SAC: 369007

State: MN

Tekstar Communications, Inc.

Form 481 Line No. 1210 Lifeline Plans Terms and Conditions

4.5 Rates: The following rate schedule applies to the exchanges of Detroit Lakes, Battle Lake, Henning and Bemidji. (No install charges apply if switching from a competitor) (C)

DESCRIPTION	INSTALL	MONTHLY#	
Service Packages		Bus.	Res.
Residential			
Basic Line Charge	18.25		14.95
Basic Connection (Includes Basic line service, Call Waiting, Speed Calling 8.) – no longer offered, eff. 11/1/07	18.25		19.95
Advantage Connection (Includes Basic line service, Call Waiting, Speed Calling (8) & Voice Mail). – no longer offered, eff. 11/1/07	18.25		21.95
Talk Advantage (Includes Basic line service, and Caller ID: Name & Number, Call Waiting, InTouch, and Three-Way Calling) -Replaces Advantage Plus Connection, eff. 11/1/07	18.25		25.45
Talk Complete (Includes Basic line service, and choice of 6 calling features) – no longer offered, eff. 10/23/12	18.25		30.45
Total Connection (Includes Basic line service, Unlimited ACS Internet Service and choice of any calling features, excluding Call Waiting / Caller ID and / or Caller ID) – no longer offered, eff. 10/23/12	18.25		39.95
Complete Connection (Includes Basic line service, choice of 6 calling features, and 5 Mb of SpeedLINE service) – no longer offered, eff. 10/23/12	18.25		60.45

Bundled Packages found in Section 4.4.C.04

All package plans noted “no longer available,” as of the effective date, are still available to those customers already on the package as of that date. The customer will be grandfathered in to the package until they either disconnect or change plans, and the company will not force the customer off the no longer offered plan. Once the grandfathered-in customer changes from those packages, they will not be eligible to return to the no longer offered package.

In addition to the monthly rate, all Residence and Business Lines will be subject to an Intrastate ARC rate as detailed in Section 4.4.A.06.

Effective: 8-7-13

4.6 Rates: The following rate schedule applies to the exchanges of Detroit Lakes, Battle Lake, Henning and Bemidji. (No install charges apply if switching from a competitor) continued

Business			
Basic Line Charge	47.75	32.50	
*Extended Connection – 1 Year (Basic Line Charge and customer must sign a 1 year contract)	47.75	29.95	
*Extended Connection – 2 Year (Basic Line Charge and customer must sign a 2 year contract)	47.75	24.95	
*Extended Connection – 3 Year (Basic Line Charge and customer must sign a 3 year contract)	47.75	19.95	
Basic Business Connection (Includes any 6 Calling Features)	47.75	36.95	
*Extended Basic Business Connection – 1 Year (Basic Business Connection and customer must sign a 1 year contract)	47.75	34.95	
*Extended Basic Business Connection – 2 Year (Basic Business Connection and customer must sign a 2 year contract)	47.75	29.95	
*Extended Basic Business Connection – 3 Year (Basic Business Connection and customer must sign a 3 year contract)	47.75	24.95	
Business Advantage Connection (Includes any 10 Calling Features) – no longer offered, eff. 10/23/12	47.75	39.95	
Business Advantage Plus Connection (Includes ACS Unlimited Internet service and any Calling Features) – no longer offered, eff. 10/23/12	47.75	59.95	
Business Total Connection (Includes High-Speed Internet service and any Calling Features) – no longer offered, eff. 10/23/12	47.75	79.95	

*Monthly rate available for subscribers who sign agreement to keep service for such time period. Subscribers who terminate service or who are disconnected for non-pay, prior to fulfilling agreement, will be charged all remaining recurring charges that would have been due to the company under the terms of the agreement. All basic terms and conditions for local service apply

**Businesses with three lines or less

Bundled Packages found in Section 4.4.C.04

All package plans noted "no longer available," as of the effective date, are still available to those customers already on the package as of that date. The customer will be grandfathered in to the package until they either disconnect or change plans, and the company will not force the customer off the no longer offered plan. Once the grandfathered-in customer changes from those packages, they will not be eligible to return to the no longer offered package.

Directory Listings			
Additional Directory Listing	6.00	.50	.50
Foreign Directory Listing	6.00	8.00	8.00
Non-listed Number	6.00	\$0	\$0
Non-Published Number	6.00	\$0	\$0
Vanity Number		1.95	1.95

4.3.A Rates: The following rate schedule applies to the exchanges of Cass Lake, Staples and Wadena. (No install charges apply if switching from a competitor)

DESCRIPTION	INSTALL	MONTHLY #	
		Bus.	Res.
Service Packages			
Residential			
Basic Line Charge	18.25		14.95
Basic Connection (Includes Basic line service, Call Waiting, Speed Calling 8.) – no longer offered, eff. 11/1/07	18.25		19.95
Advantage Connection (Includes Basic line service, Call Waiting, Speed Calling (8) & Voice Mail). – no longer offered, eff. 11/1/07	18.25		21.95
Talk Advantage (Includes Basic line service, and Caller ID: Name & Number, Call Waiting, InTouch, and Three-Way Calling) -Replaces Advantage Plus Connection, eff. 11/1/07	18.25		25.45
Talk Complete (Includes Basic line service, and choice of 6 calling features) – no longer offered, eff. 10/23/12	18.25		30.45
Total Connection (Includes Basic line service, Unlimited ACS Internet Service and choice of any calling features, excluding Call Waiting / Caller ID and / or Caller ID) – no longer offered, eff. 10/23/12	18.25		39.95
Complete Connection (Includes Basic line service, choice of 6 calling features, and 5 Mb of SpeedLINE service) – no longer offered, eff. 10/23/12	18.25		60.45

(C)

Bundled Packages found in Section 4.4.C.04

All package plans noted "no longer available," as of the effective date, are still available to those customers already on the package as of that date. The customer will be grandfathered in to the package until they either disconnect or change plans, and the company will not force the customer off the no longer offered plan. Once the grandfathered-in customer changes from those packages, they will not be eligible to return to the no longer offered package.

In addition to the monthly rate, all Residence and Business Lines will be subject to an Intrastate ARC rate as detailed in Section 4.4.A.06.

4.3.A Rates: The following rate schedule applies to the exchanges of Cass Lake, Staples and Wadena. (No install charges apply if switching from a competitor) continued

Business			
<u>Basic Line Charge</u>	47.75	32.50	
*Extended Connection – 1 Year (Basic Line Charge and customer must sign a 1 year contract)	47.75	29.95	
*Extended Connection – 2 Year (Basic Line Charge and customer must sign a 2 year contract)	47.75	24.95	
*Extended Connection – 3 Year (Basic Line Charge and customer must sign a 3 year contract)	47.75	19.95	
<u>Basic Business Connection (Includes any 6 Calling Features)</u>	47.75	36.95	
*Extended Basic Business Connection – 1 Year (Basic Business Connection and customer must sign a 1 year contract)	47.75	34.95	
*Extended Basic Business Connection – 2 Year (Basic Business Connection and customer must sign a 2 year contract)	47.75	29.95	
*Extended Basic Business Connection – 3 Year (Basic Business Connection and customer must sign a 3 year contract)	47.75	24.95	
<u>Business Advantage Connection (Includes any 10 Calling Features) – no longer offered, eff. 10/23/12</u>	47.75	39.95	
<u>Business Advantage Plus Connection (Includes ACS Unlimited Internet service and any Calling Features) – no longer offered, eff. 10/23/12</u>	47.75	59.95	
<u>Business Total Connection (Includes High-Speed Internet service and any Calling Features) – no longer offered, eff. 10/23/12</u>	47.75	79.95	

(C)

* Monthly rate available for subscribers who sign agreement to keep service for such time period. Subscribers who terminate service or who are disconnected for non-pay, prior to fulfilling agreement, will be charged all remaining recurring charges that would have been due to the company under the terms of the agreement. All basic terms and conditions for local service apply

**Businesses with three lines or less

Bundled Packages found in Section 4.4.C.04

All package plans noted "no longer available," as of the effective date, are still available to those customers already on the package as of that date. The customer will be grandfathered in to the package until they either disconnect or change plans, and the company will not force the customer off the no longer offered plan. Once the grandfathered-in customer changes from those packages, they will not be eligible to return to the no longer offered package.

Directory Listings			
Additional Directory Listing	6.00	.50	.50
Foreign Directory Listing	6.00	8.00	8.00
Non-listed Number	6.00	\$0	\$0
Non-Published Number	6.00	\$0	\$0
Vanity Number		1.95	1.95

4.3A Rates: The following rate schedule applies to the exchanges of Carlos and Alexandria. (No install charges apply if switching from a competitor)

DESCRIPTION	INSTALL	MONTHLY #	
		Bus.	Res.
Service Packages			
Residential			
Basic Line Charge	18.25		14.95
Basic Connection (Includes Basic line service, Call Waiting, Speed Calling 8.) – no longer offered, eff. 11/1/07	18.25		19.95
Advantage Connection (Includes Basic line service, Call Waiting, Speed Calling (8) & Voice Mail). – no longer offered, eff. 11/1/07	18.25		21.95
Talk Advantage (Includes Basic line service, and Caller ID: Name & Number, Call Waiting, InTouch, and Three-Way Calling) -Replaces Advantage Plus Connection, eff. 11/1/07	18.25		25.45
Talk Complete (Includes Basic line service, and choice of 6 calling features)	18.25		30.45
Total Connection (Includes Basic line service, Unlimited ACS Internet Service and choice of any calling features, excluding Call Waiting / Caller ID and / or Caller ID)	18.25		39.95
Complete Connection (Includes Basic line service, choice of 6 calling features, and 5 Mb of SpeedLINE service)	18.25		60.45
PowerPlay (Includes Basic line service, VoiceMail, Caller ID: Name & Number, Call Waiting, Three-Way Calling, and InTouch.) Package also includes High-Speed Internet, and 3-Star Video. – no longer offered, eff. 1/1/09	250.00 Waived – see 4.4A		117.95
PowerPlay Essential (Includes Basic line service, VoiceMail, Caller ID: Name & Number, Call Waiting, Three-Way Calling, and InTouch.) Package also includes High-Speed Internet and 2-Star Video. – no longer offered, eff. 1/1/10	250.00 Waived – see 4.4A		99.95
Back-to-Basics Plus (Includes Basic line service, High-Speed Internet and 3-Star Video)	250.00 Waived – see 4.4A		107.95
Back-to-Basics (Includes Basic line service, High-Speed Internet and 2-Star Video)	250.00 Waived – see 4.4A		90.95

(C)

All package plans noted “no longer available,” as of the effective date, are still available to those customers already on the package as of that date. The customer will be grandfathered in to the package until they either disconnect or change plans, and the company will not force the customer off the no longer offered plan. Once the grandfathered-in customer changes from those packages, they will not be eligible to return to the no longer offered package.

In addition to the monthly rate, all Residence and Business Lines will be subject to an Intrastate ARC rate as detailed in Section 4.4.A.06.

Effective: 9/27/12

4.3A Rates: The following rate schedule applies to the exchanges of Carlos and Alexandria. (No install charges apply if switching from a competitor)

Business			
Basic Line Charge	47.75	32.50	
*Extended Connection – 1 Year (Basic Line Charge and customer must sign a 1 year contract)	47.75	29.95	
*Extended Connection – 2 Year (Basic Line Charge and customer must sign a 2 year contract)	47.75	24.95	
*Extended Connection – 3 Year (Basic Line Charge and customer must sign a 3 year contract)	47.75	19.95	
Basic Business Connection (Includes any 6 Calling Features)	47.75	36.95	
*Extended Basic Business Connection – 1 Year (Basic Business Connection and customer must sign a 1 year contract)	47.75	34.95	
*Extended Basic Business Connection – 2 Year (Basic Business Connection and customer must sign a 2 year contract)	47.75	29.95	
*Extended Basic Business Connection – 3 Year (Basic Business Connection and customer must sign a 3 year contract)	47.75	24.95	
Business Advantage Connection (Includes any 10 Calling Features)	47.75	39.95	
Business Advantage Plus Connection (Includes ACS Unlimited Internet service and any Calling Features)	47.75	59.95	
Business Total Connection (Includes High-Speed Internet service and any Calling Features)	47.75	79.95	
Small Business** PowerPlay (Includes Basic line service, VoiceMail, Caller ID: Name & Number, Call Waiting, Three-Way Calling, and InTouch.) Package also includes High-Speed Internet, and 3-Star Video. – no longer offered, eff. 1/1/10	250.00 Waived – see 4.4A	127.95	
Small Business** PowerPlay Essential (Includes Basic line service, VoiceMail, Caller ID: Name & Number, Call Waiting, Three-Way Calling, and InTouch.) Package also includes High-Speed Internet and 2-Star Video. – no longer offered, eff. 1/1/10	250.00 Waived – see 4.4A	109.95	
Small Business** Back-to-Basics Plus (Includes Basic line service, High-Speed Internet, and 3-Star Video)	250.00 Waived – see 4.4A	117.95	
Small Business** Back-to-Basics (Includes Basic line service, High-Speed Internet, and 2-Star Video)	250.00 Waived – see 4.4A	100.95	

* Monthly rate available for subscribers who sign agreement to keep service for such time period. Subscribers who terminate service or who are disconnected for non-pay, prior to fulfilling agreement, will be charged all remaining recurring charges that would have been due to the company under the terms of the agreement. All basic terms and conditions for local service apply

**Businesses with three lines or less

Directory Listings			
Additional Directory Listing	6.00	.50	.50
Foreign Directory Listing	6.00	8.00	8.00
Non-listed Number	6.00	\$0	\$0
Non-Published Number	6.00	\$0	\$0
Vanity Number		1.95	1.95

4.5 Rates: The following rate schedule applies to the exchanges of Hawley and Mahnomen. (No install charges apply if switching from a competitor)

DESCRIPTION Service Packages	INSTALL	MONTHLY #	
		Bus.	Res.
Residential			
Basic Line Charge	18.25		14.95
Basic Connection (Includes Basic line service, Call Waiting, Speed Calling 8.) – no longer offered, eff. 11/1/07	18.25		19.95
Advantage Connection (Includes Basic line service, Call Waiting, Speed Calling (8) & Voice Mail). – no longer offered, eff. 11/1/07	18.25		21.95
Talk Advantage (Includes Basic line service, and Caller ID: Name & Number, Call Waiting, InTouch, and Three-Way Calling) – Replaces Advantage Plus Connection, eff. 11/1/07	18.25		25.45
Talk Complete (Includes Basic line service, and choice of 6 calling features) – no longer offered, eff. 10/23/12	18.25		30.45
Total Connection (Includes Basic line service, Unlimited ACS Internet Service and choice of any calling features, excluding Call Waiting / Caller ID and / or Caller ID) – no longer offered, eff. 10/23/12	18.25		39.95
Complete Connection (Includes Basic line service, choice of 6 calling features, and 5 Mb of SpeedLINE service) – no longer offered, eff. 10/23/12	18.25		60.45

(C)

Bundled Packages found in Section 4.4.C.04

All package plans noted "no longer available," as of the effective date, are still available to those customers already on the package as of that date. The customer will be grandfathered in to the package until they either disconnect or change plans, and the company will not force the customer off the no longer offered plan. Once the grandfathered-in customer changes from those packages, they will not be eligible to return to the no longer offered package.

In addition to the monthly rate, all Residence and Business Lines will be subject to an Intrastate ARC rate as detailed in Section 4.4.A.06.

Effective: 10/23/12

4.5 Rates: The following rate schedule applies to the exchanges of Hawley and Mahanomen. (No install charges apply if switching from a competitor) continued

Business			
Basic Line Charge	47.75	32.50	
*Extended Connection – 1 Year (Basic Line Charge and customer must sign a 1 year contract)	47.75	29.95	
*Extended Connection – 2 Year (Basic Line Charge and customer must sign a 2 year contract)	47.75	24.95	
*Extended Connection – 3 Year (Basic Line Charge and customer must sign a 3 year contract)	47.75	19.95	
Basic Business Connection (Includes any 6 Calling Features)	47.75	36.95	
*Extended Basic Business Connection – 1 Year (Basic Business Connection and customer must sign a 1 year contract)	47.75	34.95	
*Extended Basic Business Connection – 2 Year (Basic Business Connection and customer must sign a 2 year contract)	47.75	29.95	
*Extended Basic Business Connection – 3 Year (Basic Business Connection and customer must sign a 3 year contract)	47.75	24.95	
Business Advantage Connection (Includes any 10 Calling Features) – no longer offered, eff. 10/23/12	47.75	39.95	
Business Advantage Plus Connection (Includes ACS Unlimited Internet service and any Calling Features) – no longer offered, eff. 10/23/12	47.75	59.95	
Business Total Connection (Includes High-Speed Internet service and any Calling Features) – no longer offered, eff. 10/23/12	47.75	79.95	

(C)

* Monthly rate available for subscribers who sign agreement to keep service for such time period. Subscribers who terminate service or who are disconnected for non-pay, prior to fulfilling agreement, will be charged all remaining recurring charges that would have been due to the company under the terms of the agreement. All basic terms and conditions for local service apply

**Businesses with three lines or less

Bundled Packages found in Section 4.4.C.04

All package plans noted "no longer available," as of the effective date, are still available to those customers already on the package as of that date. The customer will be grandfathered in to the package until they either disconnect or change plans, and the company will not force the customer off the no longer offered plan. Once the grandfathered-in customer changes from those packages, they will not be eligible to return to the no longer offered package.

Directory Listings			
Additional Directory Listing	6.00	.50	.50
Foreign Directory Listing	6.00	8.00	8.00
Non-listed Number	6.00	\$0	\$0
Non-Published Number	6.00	\$0	\$0
Vanity Number		1.95	1.95

4.3.A The following applies to the exchanges of Park Rapids. (No install charges apply if switching from a competitor)

DESCRIPTION	INSTALL	MONTHLY #	
Service Packages		Bus.	Res.
Residential			
Basic Line Charge	18.25		14.95
Basic Connection (Includes Basic line service, Call Waiting, Speed Calling 8.) – no longer offered, eff. 11/1/07	18.25		19.95
Advantage Connection (Includes Basic line service, Call Waiting, Speed Calling (8) & Voice Mail). – no longer offered, eff. 11/1/07	18.25		21.95
Talk Advantage (Includes Basic line service, and Caller ID: Name & Number, Call Waiting, InTouch, and Three-Way Calling) -Replaces Advantage Plus Connection, eff. 11/1/07	18.25		25.45
Talk Complete (Includes Basic line service, and choice of 6 calling features) – no longer offered, eff. 10/23/12	18.25		30.45
Total Connection (Includes Basic line service, Unlimited ACS Internet Service and choice of any calling features, excluding Call Waiting / Caller ID and / or Caller ID) – no longer offered, eff. 10/23/12	18.25		39.95
Complete Connection (Includes Basic line service, choice of 6 calling features, and 5 Mb of SpeedLINE service) – no longer offered, eff. 10/23/12	18.25		60.45

(C)

Bundled Packages found in Section 4.4.C.04

All package plans noted “no longer available,” as of the effective date, are still available to those customers already on the package as of that date. The customer will be grandfathered in to the package until they either disconnect or change plans, and the company will not force the customer off the no longer offered plan. Once the grandfathered-in customer changes from those packages, they will not be eligible to return to the no longer offered package.

In addition to the monthly rate, all Residence and Business Lines will be subject to an Intrastate ARC rate as detailed in Section 4.4.A.06.

Effective: 10/23/12

4.3.A The following applies to the exchanges of Park Rapids. (No install charges apply if switching from a competitor)

Business			
<u>Basic Line Charge</u>	47.75	32.50	
*Extended Connection – 1 Year (Basic Line Charge and customer must sign a 1 year contract)	47.75	29.95	
*Extended Connection – 2 Year (Basic Line Charge and customer must sign a 2 year contract)	47.75	24.95	
*Extended Connection – 3 Year (Basic Line Charge and customer must sign a 3 year contract)	47.75	19.95	
<u>Basic Business Connection (Includes any 6 Calling Features)</u>	47.75	36.95	
*Extended Basic Business Connection – 1 Year (Basic Business Connection and customer must sign a 1 year contract)	47.75	34.95	
*Extended Basic Business Connection – 2 Year (Basic Business Connection and customer must sign a 2 year contract)	47.75	29.95	
*Extended Basic Business Connection – 3 Year (Basic Business Connection and customer must sign a 3 year contract)	47.75	24.95	
<u>Business Advantage Connection (Includes any 10 Calling Features) – no longer offered, eff. 10/23/12</u>	47.75	39.95	
<u>Business Advantage Plus Connection (Includes ACS Unlimited Internet service and any Calling Features) – no longer offered, eff. 10/23/12</u>	47.75	59.95	
<u>Business Total Connection (Includes High-Speed Internet service and any Calling Features) – no longer offered, eff. 10/23/12</u>	47.75	79.95	

(C)

* Monthly rate available for subscribers who sign agreement to keep service for such time period. Subscribers who terminate service or who are disconnected for non-pay, prior to fulfilling agreement, will be charged all remaining recurring charges that would have been due to the company under the terms of the agreement. All basic terms and conditions for local service apply

**Businesses with three lines or less

All package plans noted "no longer available," as of the effective date, are still available to those customers already on the package as of that date. The customer will be grandfathered in to the package until they either disconnect or change plans, and the company will not force the customer off the no longer offered plan. Once the grandfathered-in customer changes from those packages, they will not be eligible to return to the no longer offered package.

Bundled Packages found in Section 4.4.C.04

Directory Listings			
Additional Directory Listing	6.00	.50	.50
Foreign Directory Listing	6.00	8.00	8.00
Non-listed Number	6.00	\$0	\$0
Non-Published Number	6.00	\$0	\$0
Vanity Number		1.95	1.95

EXTENDED AREA OF SERVICE

From Park Rapids to Menahga:

Residential: \$0.23

Business: \$0.53

From Park Rapids to Nevis:

Residential: \$0.23

Business: \$0.57

From Park Rapids to Osage:

Residential: \$0.13

Business: \$0.33

Effective: 12-28-06

4.6 Extended Area Service Calling Areas:

(N)

EXCHANGE AREA	EAS (EXTENDED AREA SERVICE) INCLUDED IN THE LOCAL CALLING AREA
Battle Lake	Clitherall, Maine
Bemidji	Becida, Cass Lake, Laporte, Puposky, Schley, Solway, Tenstrike, Turtle River, Wilton
Detroit Lakes	Audubon, McHugh, Rochert, Vergas
Hawley	Fargo ND-Moorhead, Glyndon, Hitterdal, Rollag
Henning	AlMora, Ottertail, Vining
Park Rapids	Arago, Dorest, Hubbard, Itasca, Itasca State Park, Lake George, Menahga, Nevis, Osage
Staples	Leader, Motley, Verndale
Wadena	Bertha, Deer Creek, New York Mills, Nimrod, Sebeka, Verndale
Alexandria	Carlos, Garfield, Holmes City
Carlos	Alexandria, Garfield, Holmes City, Miliona

5. Seasonal Service

(N)

Customers who reside inside our Company's service area on a seasonal basis may select seasonal service. The following terms and conditions shall apply to this service offering.

I. General

Seasonal Service is provided to residence and single line business customers whose requirements for telephone services are less than that which might normally be provided in any 12 month period.

II. Seasonal Rate Plans

A. Six-Month Plan

Customer will be billed monthly at regular rates when service is activated, May 1 to October 31, and billed \$5.95 during inactive months.

B. Eight-Month Plan

Customer will be billed monthly at regular rates when service is activated, April 1 to November 30, and billed \$5.95 during inactive months.

C. Ten-Month Plan

Customer will be billed monthly at regular rates when service is activated, April 1 to January 31, and billed \$5.95 during inactive months.

D. Suspend Plan

Allows the customer to suspend their service during the months they do not use the telephone service. Under this plan, the customer will be billed monthly at the regular rates when service is activated, and billed \$5.95 per month when service is suspended.

III. Conditions

A. Seasonal Service will be furnished under the following conditions:

1. Available to all grades of residence and single line business exchange service where the usage is of a seasonal nature.

B. Normal service order charge to reconnect will be charged on Suspend Plan. A reduced service order charge of \$9.95 will apply to the automated Six, Eight and Ten-Month Plans.

1. The Suspend Plan requires the customer to notify the Company when to suspend and reconnect service.

C. The Customer will retain their telephone number and directory listing.

D. To be eligible for the Suspend Plan, service must not be at the residential customers' primary/homestead residence.

E. The customer shall be eligible for seasonal service only at the same location in the Company's service area.